

Trends in Community Needs Illustrated by Demand for CSP Services



Department of Systems Management for
Human Services
Fairfax County, VA

Update: FY 2010, 2nd Quarter
January 2010

Coordinated Services Planning (CSP)



- ❖ CSP was established in the mid-1990s in the Department of Systems Management for Human Services to handle urgent human services-related situations and provide simplified, efficient, and coordinated access to community-based as well as public human services through an advanced system of social work services delivered in a call center environment.
- ❖ CSP Coordinators assess individual and family situations over the telephone and develop an integrated service plan to connect residents with personal, community-based, and public services and resources that meet their basic (food, clothing, shelter, health care, etc.) and other immediate needs.
- ❖ As an important “front door” to the human services system, CSP is well positioned to capture important trend information relative to a broad range of needs of vulnerable individuals and families and the human services system’s overall capacity to meet those needs.

Data Collected by DSMHS

Coordinated Services Planning



- ❖ Data collected by CSP is used to manage performance and to analyze trends in service demand. We collect:
 - ❖ Call data: Tracks the volume of incoming calls and our ability to respond in a timely manner
 - ❖ Contact data: Tracks the topics of incoming calls and caller requests
 - ❖ Case data: Tracks the volume, service plan objectives, and outcomes for callers we assist in meeting basic needs
- ❖ We have been collecting these data for more than 10 years as part of the service delivery process and are able to use the data to illustrate the impact of the current economic situation on those most in need.
- ❖ All three of our major data categories (call volume, basic needs contacts, and creation of new cases) are up significantly.

CSP Call Volume Data

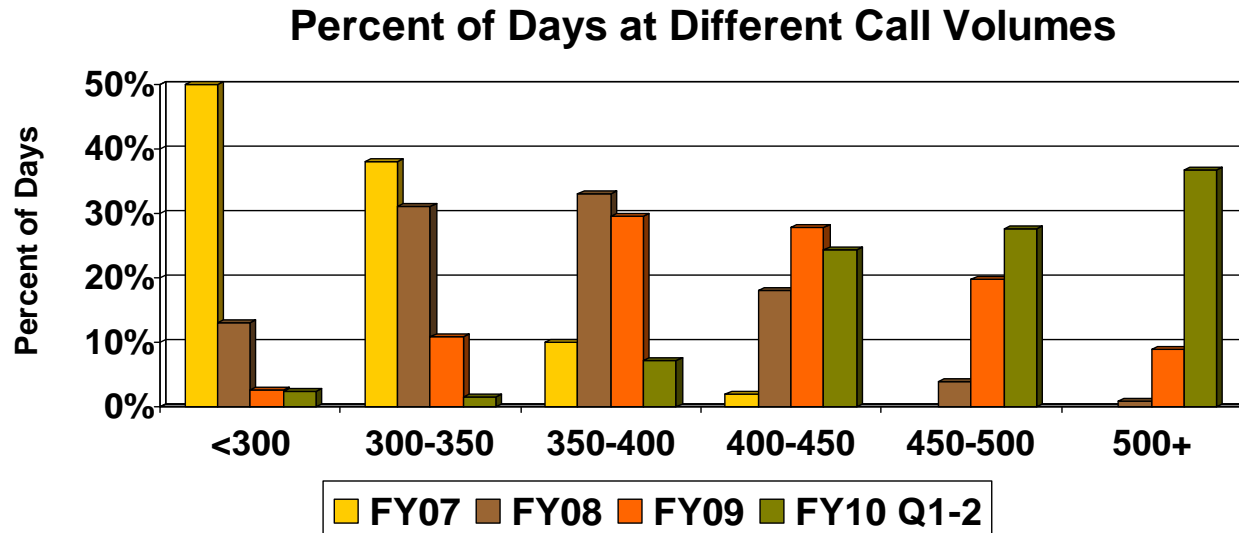


❖ Call Data

- ❖ While seasonal fluctuations are normal, prolonged high volume of incoming calls to CSP is an indicator of economic stress in the community.
- ❖ Total call volume in FY 2009 exceeded 100,000 calls, up 14% from FY 2008 and up 44% from FY 2007. Volume in the first half of FY 2010 is up 15% over the same period last year.
- ❖ While CSP was able to answer nearly 70% of calls within 90 seconds in FY 2009 (our service level goal), performance in the first half of FY 2010 suffered with the unprecedented number of incoming calls.

CSP Call Volume Data

- ❖ In all of FY 2007, CSP had only five “high volume” days with over 400 calls. In FY 2009, CSP had high volume days 57% of the time. In the first six months of FY 2010, nearly every day (89%) had over 400 calls and over a third (36%) had over 500 calls.
- ❖ Average daily call volume has increased steadily from an average of 297 per day in FY 2007 to 475 per day in FY 2010.



CSP Contact Data

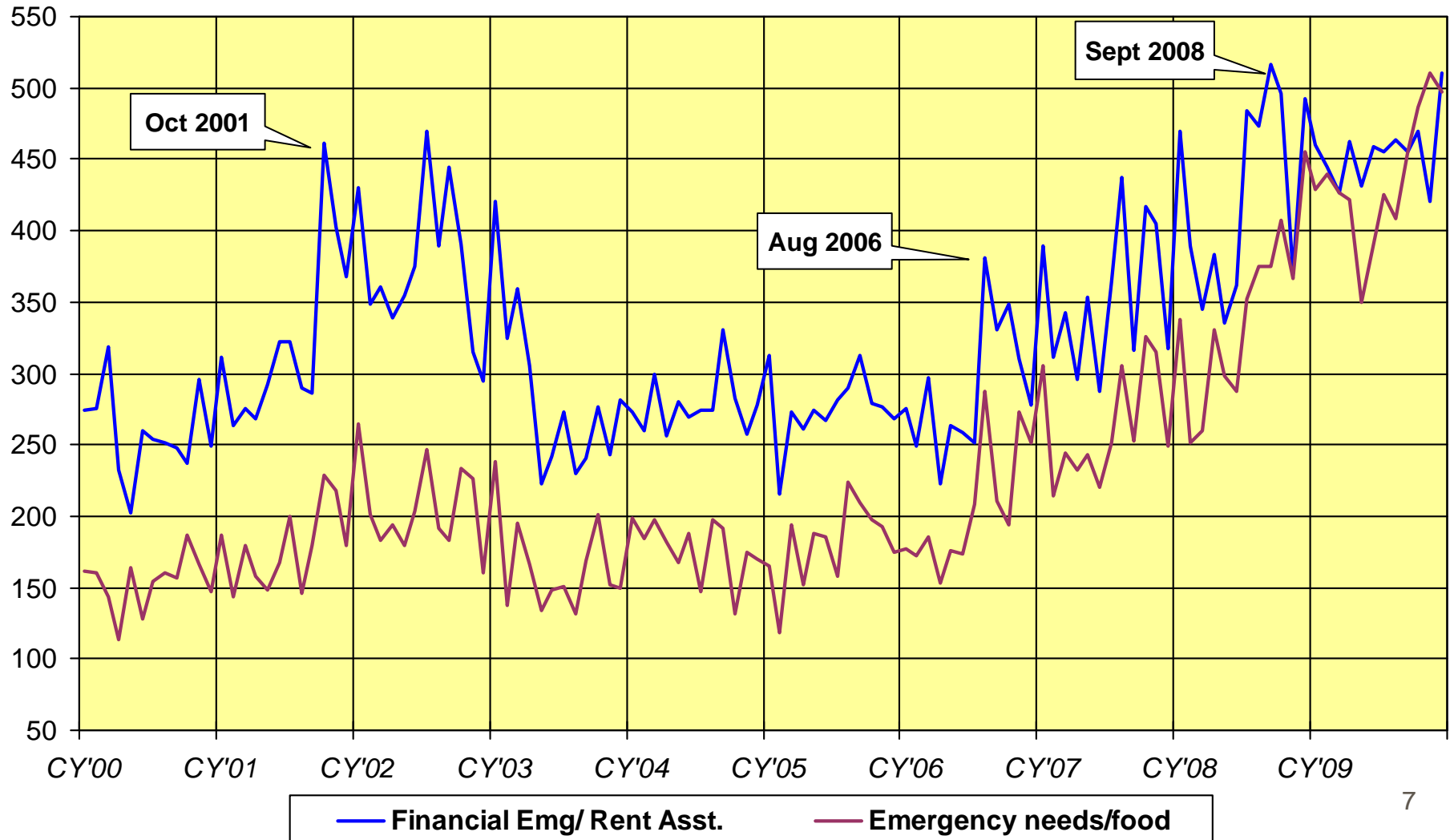


❖ Contact Data

- ❖ CSP workers record the topics of each call to 222-0880, whether the caller receives information only or more intensive services.
- ❖ Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.
- ❖ Since August 2006, we have experienced a prolonged increase in the number of requests to CSP. For emergency housing payment assistance, the increase has continued longer than the 18 month spike after 9/11.
- ❖ Requests for emergency food assistance have increased dramatically, with nearly 2,800 requests in just the first half of FY 2010, compared with 2,800 requests in all of FY 2007.

Emergency Rent & Food Requests to CSP

Jan 2000 – Dec 2009

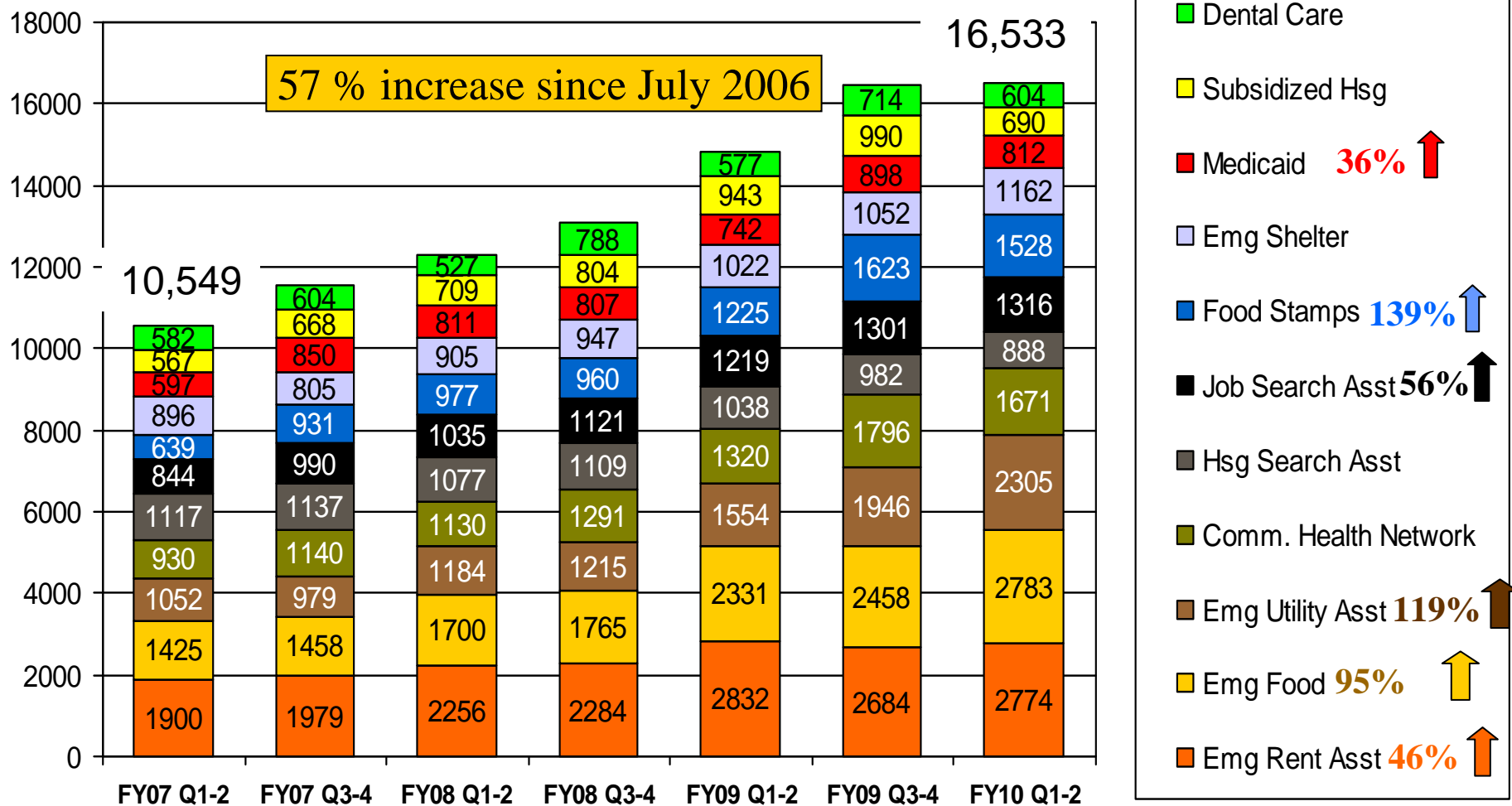


“Top Eleven” Contact Topics



- ❖ The following chart shows the “Top 11” topics requested by CSP callers over the past three years. The “Top 11” represent 53% of all specific requests.
- ❖ Overall, there has been a 57% increase in requests since July 2006. Our population has grown by less than 1% in the same timeframe.
- ❖ Topics with the largest increase in requests include emergency food and food stamps, job search, emergency utility assistance, and subsidized housing.

"Top 11" CSP Contact Topics (7/06 – 12/09)



CSP Case Need Data

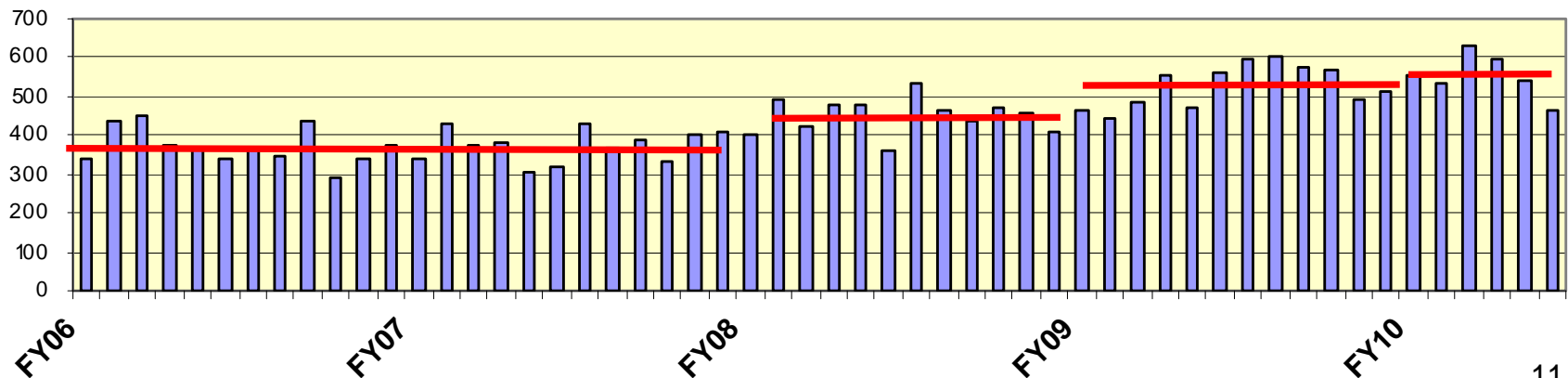


❖ Case Data

- ❖ CSP creates an electronic case file for callers who request assistance with basic needs from community or public resources.
- ❖ Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community's capacity to meet its residents' needs.
- ❖ CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referral for Food Stamps, we do not collect data on who enrolls.

Average Number of New Cases to CSP per Month

- ❖ The average number of new cases opened by CSP each month has increased by over 40% since FY06, from 375 per month to 450 in FY08, and to 526 in FY09. In the first half of FY 2010, CSP averaged 554 new cases per month.
- ❖ A “new” case in CSP is someone who is brand new to our system. CSP maintains electronic case records indefinitely to reference for repeat callers.



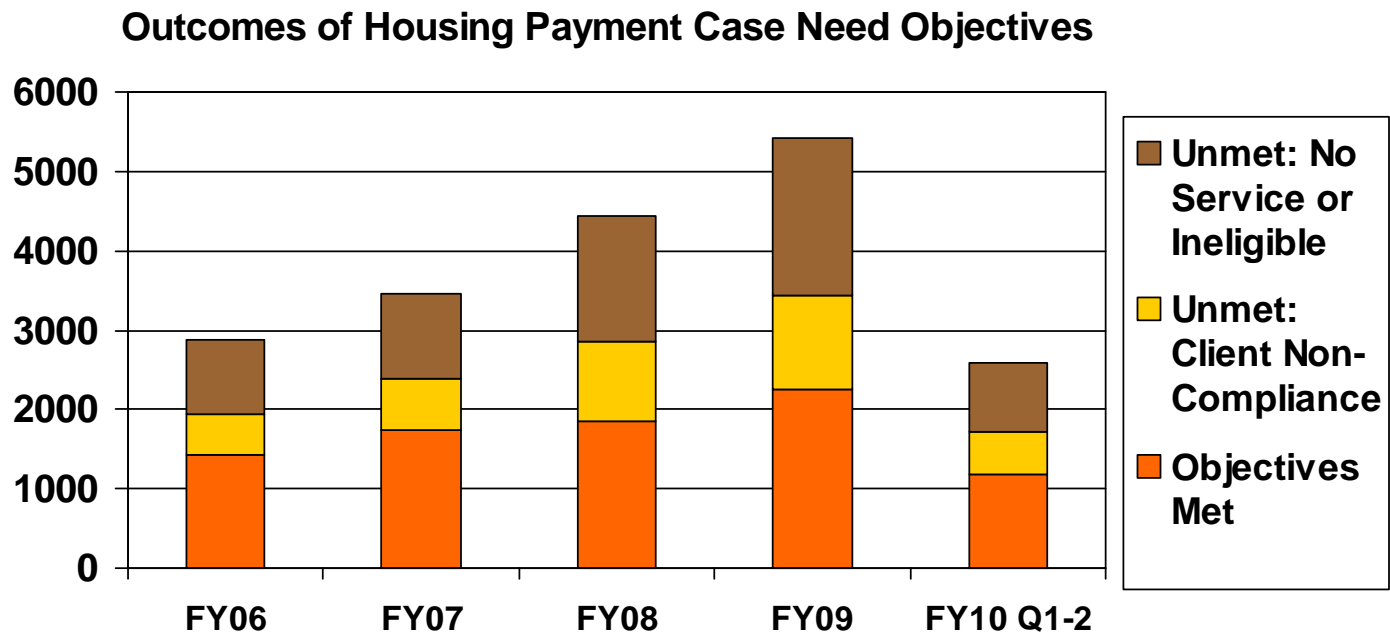
CSP Case Objective Outcomes



- ❖ Case objectives for basic needs can be met with CBO assistance, by creatively using the caller's personal resources, by public services, or by some combination of these. Of all objectives that are met, over two-thirds are met with community-based resources.
- ❖ Case objectives may not be met if the client does not comply with the service plan, if CBO resources have been exhausted, or if the client is not eligible for services (e.g., for housing assistance, if their expenses exceed their income).
- ❖ Housing and utility payment assistance needs account for eight out of every ten unmet objectives.

Outcomes of Housing Payment Case Needs

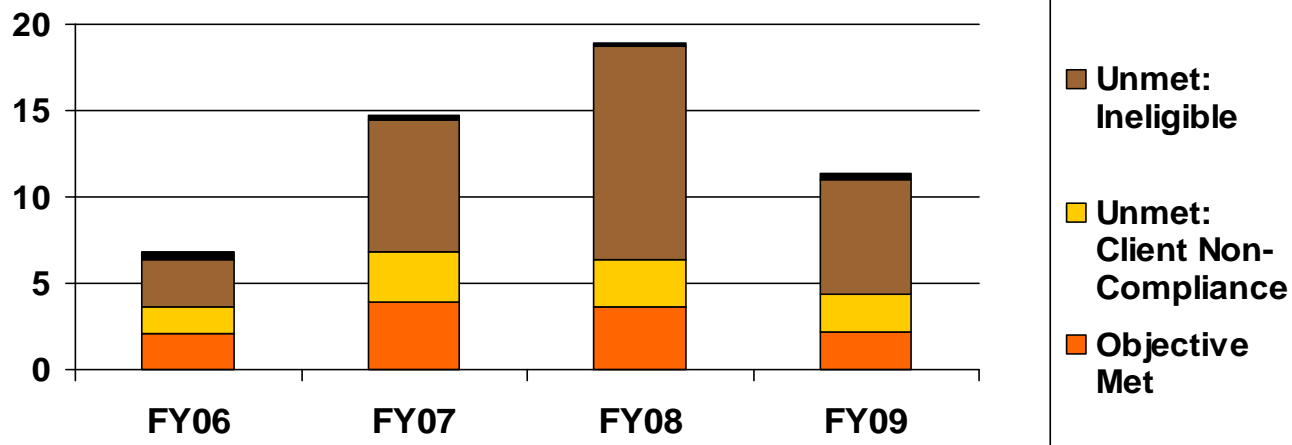
- ❖ Housing Payment Assistance objectives consistently represent between a quarter and a third of all case needs. The community's ability to respond has not kept pace with the level of need.



Mortgage Assistance Requests

- ❖ While over 90% of Housing Payment Assistance requests are for rent, mortgage requests have increased, peaking in FY 2008.
- ❖ Many of the new requests are not able to be met, usually because the caller is not eligible for assistance (i.e., they have received help already that year, or their expenses are too high.)

**Mortgage Payment Need Objectives: Average per Month
(resolved cases only)**



Impact of the Economy: Income Disparity in Fairfax County

- ❖ Income disparity has grown markedly in the past decade. In 1999, the mean income for the highest earning 20% of households was 8.8 times the mean of the lowest earning 20%¹. By 2006, the mean income of the highest 20% had increased to 10.5 times that of the lowest.²

Mean Household Income: Comparison of 1999 and 2006 Incomes (in 2006 Dollars)			
20% Intervals	1999	2006	% change
Lowest Quintile	\$ 30,959	27,483	-11.2%
Second Quintile	\$ 66,280	64,426	-2.8%
Third Quintile	\$ 97,947	99,710	1.8%
Fourth Quintile	\$ 140,082	145,422	3.8%
Highest Quintile	\$ 272,456	289,024	6.1%

Sources: 1999 data: Analysis of U.S. Census Bureau, 2000 PUMS 5% sample; 2006 data: U.S. Census Bureau, 2006 American Community Survey; CPI Inflation Calculator: Bureau of Labor Statistics, U.S. Department of Labor.

Other Areas to Explore....



- ❖ Economic stress has a dual impact on the community's capacity to meet residents' needs, as CBOs typically experience a decline in donations during economic downturns. CSP coordinators report that many CBOs are exhausting their assistance budgets early in the month.
- ❖ A survey of basic needs providers conducted in early 2009 showed that demand has increased for both food and financial assistance. While community contributions over the holiday season also increased, many providers were unable to fully meet the increased demand.
- ❖ For more information on the survey, visit the Department of Systems Management website at:
http://www.fairfaxcounty.gov/dsm/csp/cspfystats/fy09/basic_needs_survey_3-17.pdf